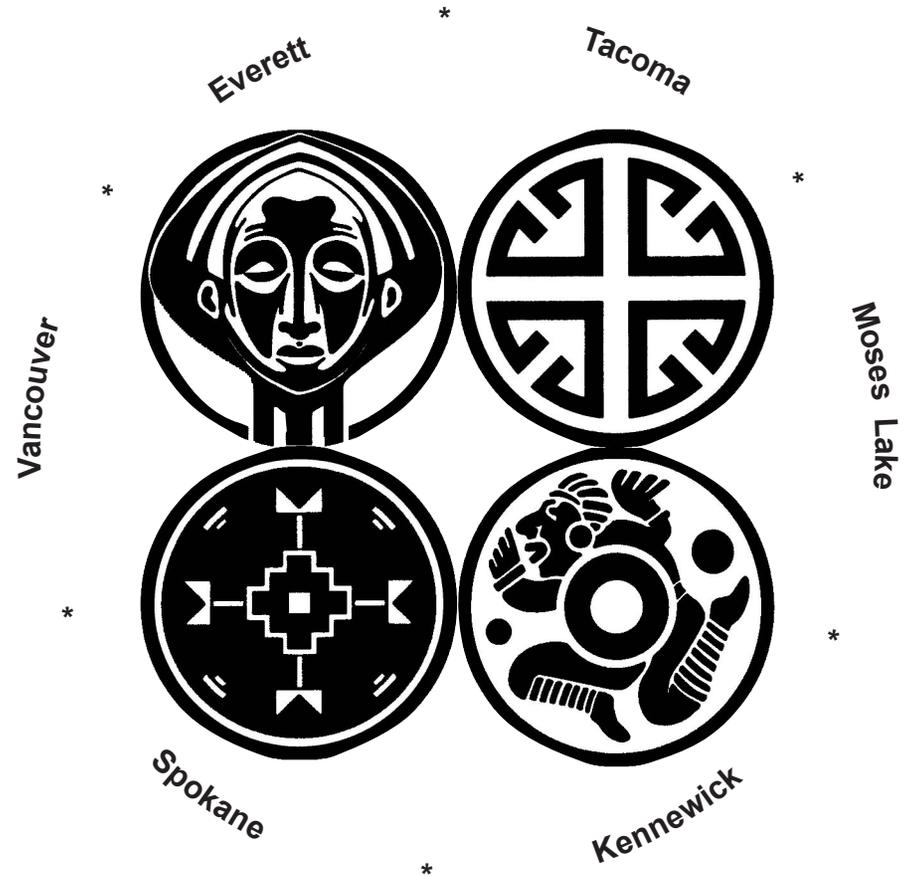


INTERCULTURAL COMMUNICATION IN THE LIBRARY



Presented by Alysan Croydon, a trainer from
Tacoma Community House.

 Washington
State Library
PO Box 42460
Olympia, WA 98504-2460

 Washington
State Library

This project is coordinated by the Washington State Library and paid for with Library Services and Technology Act (LSTA) funds through the Institute for Museum and Library Services (IMLS).



“I can’t understand what my new customers are saying!”,
“What do they want?”, “How can I give directions?”,
“How can I tell them when their books are due?”

This workshop will help library staff interact with library patrons who are not fluent in English, who have different customs, or who may not know about all the services the library can offer them.

Alysan Croydon, a trainer from Tacoma Community House with experience in multicultural communication techniques, will help you and your library staff cope with the needs of new customers who are unaccustomed to libraries or who are just learning English.

Registration: 9:00 a.m. - 9:30 a.m.
Workshops: 9:30 a.m. - 4:30 p.m.

VANCOUVER	Tuesday, March 26 Fort Vancouver Regional Library
EVERETT	Tuesday, April 2 Everett Public Library
TACOMA	Friday, April 5 Pierce County Library
MOSES LAKE	Thursday, April 11 Big Bend Community College
KENNEWICK	Friday, April 12 Mid-Columbia Regional Library
SPOKANE	Wednesday, May 1 Spokane Public Library

INTERCULTURAL COMMUNICATION IN THE LIBRARY

A Diversity Workshop

Registration

You may register online at <http://wlo.statelib.wa.gov/eventreg/> by selecting *Intercultural Communication in the Library* or you may mail, fax, or e-mail the information below to:

ATTN: Jeremy Stroud
Washington State Library
PO Box 42460
Olympia, WA 98504-2460
FAX 360-586-7575
jstroud@statelib.wa.gov

Registration deadline is March 20, 2002.

Please submit one form per person.

Please choose a location to attend:

- Vancouver Everett Moses Lake
 Tacoma Spokane Kennewick

Name _____

Organization _____

Address _____

City _____

Phone _____

Fax _____

E-mail _____

Choice of free lunch: Vegetarian Non-Vegetarian

Questions about the workshop? Please contact Susan Barrett, Washington State Library, at 360-570-5561 or via email at sbarrett@statelib.wa.gov.